



## HELPFUL TIPS

Aloha ! Congratulations on being selected as a tenant (or for renewing your lease). Here are some key tips or questions to help you during your 'move in & move out' experience.

### **MOVE IN**

1. Keep your log-in / password secure for your tenant portal account. Set up Autopay?
2. Contact the utility companies, if needed, to ensure a great move in experience.
3. Schedule professional movers (coordinate with AOA staff, elevators, security, etc).
4. Send photos to us during the move-in phase of any pre-existing damages or issues.
5. Did you register yourself (all parties on lease) with the AOA or your building office?

### **RESIDENCY**

1. Is there something damaged or possibly not working right? Contact Us Today!
2. Tenant Insurance? Pet Insurance? Make sure your policies are still paid/ active.
3. WATER LEAK (from 5pm - 5am). If its a sudden water leak at these difficult hours, then please contact an emergency plumber after you have attempted to call your Property Manager multiple times. Attempt to safely dry the water or contain water with towels/ buckets. Depending on the situation we might reimburse you if its not a tenant caused issue. Remember, tenant clogs are paid by tenant(s), per your lease.
4. MASS FIRE/ HURRICANE/ DISASTER. Use State Protocols. Dial 911. Seek shelter.

### **MOVE OUT**

1. Provide us with your 'Move Out Notice' via Text/ Email/ and Phone call. The sooner that we know your official ending date, then the smoother your experience will be.
2. Be sure to cancel your utilities ... and cancel your automatic rent payment with us.
3. Schedule your professional cleaner ... and professional movers (don't delay!).
4. Almost moved out? Great. Send photos of the home to your property manager.
5. Did you update your mailing address since you moved? Go to [www.USPS.com](http://www.USPS.com)